

Vendors must have an active, approved master contract under the SITE program and be approved in the category or categories listed in the RFO document in order to respond to and RFO. Vendor is responsible for reading all addenda associated with the RFO.

IT Professional Technical Services

SITE Program

T#:14ATM

Request for Offers (RFO) For Technology Services Issued By

Ramsey County Information Services

Project Title: Business Analyst for Ramsey County Electronic Health Records Program

Category: Analyst

Business Need

Ramsey County, through the IT Project Management Office (PMO) (the “County”), is sponsoring the above referenced Business Analyst role for the County’s Electronic Health Records program (the “Project”).

The County needs assistance of a qualified consultant with business analysis experience for this Project. Business Analysis has the following meaning to the County: A Business Analyst has a lead role and works as a liaison among stakeholders in order to elicit, analyze, communicate and validate requirements for complex changes to business processes, finances, policies and information systems. The Business Analyst understands complex business problems and opportunities in a larger context of the enterprise requirements and recommends solutions that enable the organization to achieve its goals and manage risk. A Business Analyst may also be required to facilitate group sessions associated with the Analyst activities.

Project Deliverables and Activities

The Business Analyst will be responsible for developing and executing on the following deliverables and activities:

- Requirements planning and management, including
 - identifying requirements activities and determining approach
 - estimating
 - managing scope
 - understanding team roles
 - measuring and reporting progress

- managing changes
- Requirements elicitation, including any or all of the following techniques: document analysis, brainstorming, focus groups, interface analysis, interviews, observation, prototyping, requirements workshops, reverse engineering, and surveys and/or questionnaires
- Requirements analysis and documentation, including
 - analyzing user requirements, functional requirements, quality of service requirements
 - creating process/flow charts, data and behavior models, and use cases
 - determining assumptions, constraints and requirements attributes
 - tracking issues and risks and managing conflicting requirements
- Requirements communication, including presentations, reviews, and sign-offs
- Solution assessment and validation
 - developing alternative solutions
 - evaluating technology options
 - ensuring the usability of the solutions
 - validating and verifying requirements
 - supporting the quality assurance process
 - supporting the implementation of the solution
 - communicating solution impacts
 - post implementation review and assessment

Project Milestones and Schedule

- Anticipated Project Start Date: **July 3, 2017**
- Anticipated End Date: **December 31, 2018**
- The County will retain the option to extend the work orders in increments determined by the County.

Project Environment

- The Project is sponsored by the County's Health and Wellness Service Team and managed by the PMO.
- The key stakeholders are located in multiple facilities throughout the County, including downtown St. Paul and its surrounding suburbs.
- The Business Analyst will work with a project team comprised of various members from Social Services, Public Health, Community Corrections and the Health and Wellness Admin team.
- The Business Analyst will be expected to work with and engage the third party vendor(s) who are providing the software and implementation services.
- The project teams are comprised of dedicated core team members including sponsors, project managers, functional leads, technical resources and department subject matter experts.
- Business analysis resources are centrally located in the County's Metro Square building, in St. Paul MN, where the County will provide the appropriate workspace.

Project Requirements

- Work will be primarily conducted on-site at the Metro Square facility in downtown St. Paul, but will require frequent travel to and from multiple facilities throughout the County.
- Work will be primarily conducted during standard business hours.

Responsibilities Expected of the Selected Vendor

- The work is to be performed consecutively until project completion. There will be no break in services other than weekends, official County holidays or a reasonable amount of scheduled and approved personal time off.
- All County information and documentation is to be considered sensitive and confidential and vendor will treat with the same degree of care which with it treats its own sensitive and confidential information and documentation.
- Vendor shall facilitate knowledge transfer with the County.
- All deliverables become the property of the County.
- Vendor warrants that all services will be performed with the highest standard of professional service, be free from defects and conform with the requirements of this RFO. Any services corrected or re-performed will be covered by this warranty. Non-conforming services will be replaced, corrected or re-performed at vendor's expense.

Mandatory Qualifications**To be scored as pass/fail**

- Vendor must propose an hourly rate at or below vendor's Max Hourly Rate for the category.
- B.S. or B.A. degree (4 year)
- 5 years' experience in a business analysis role
- 2 previous engagements on large-scale technology deployments; enterprise, across a large organization, multiple locations, with 1,000+ employees (versus a single company with 100+ employees).

Desired Skills

- Previous experience with Electronic Health Records deployment
- Previous experience with State, County or City government entities
- Knowledge of NextGen EHR
- CBAP Certificate or equivalent

Process Schedule

Process Milestone	Due Date
Deadline for Questions	May 10, 2017; 4 PM CT
Anticipated Responses to Questions Posted	May 16, 2017
Proposals Due	May 19, 2017; 4 PM CT
Anticipated proposal evaluation complete	June 12, 2017
Anticipated work order start	July 3, 2017

Questions

Any questions regarding this Request for Offers should be submitted via e-mail according to the date and time listed in the process schedule to:

- Name: Kelly Moch
- Email Address: Kelly.moch@co.ramsey.mn.us

Questions and answers will be posted via an addendum to the RFO on the Office of MN.IT Services [website](#) according to the process schedule above.

Other persons ARE NOT authorized to discuss this RFO or its requirements with anyone throughout the selection process and responders should not rely on information obtained from non-authorized individuals. If it is discovered a Responder contacted other County staff other than the individual above, the responder's proposal may be removed from further consideration.

RFO Evaluation Process

Criteria	%
Desired Skills	70%
Cost	30%

The County reserves the right to interview any or all proposed resources. In the event interviews are conducted, technical scores may be adjusted based on additional information derived during the interview process. The County further reserves the right to remove a resource from consideration if the resource is unavailable for interview as requested by the County.

The County also reserves the right to contact proposed resources' references and to adjust technical scores based on additional information derived from the reference checks.

This Request for Offers does not obligate the county to award a work order or complete the assignment, and the county reserves the right to cancel the solicitation if it is considered to be in its best interest. The Organization reserves the right to reject any and all proposals.

Submission Format

The proposal should be assembled as follows:

1. Cover Page

- Master Contractor Name
- Master Contractor Address
- Contact Name for Master Contractor
- Contact Name's direct phone/cell phone (if applicable)
- Contact Name's email address
- Consultant's Name being submitted

2. Overall Experience:

1. Resume identifying the Mandatory Qualifications – to be clearly noted in the response matrix - i.e. minimum pass/fail requirements, including companies and contacts where the resource has demonstrated the mandatory qualification as previously noted. If pass/fail requirements are not met further scoring of the proposal will be discontinued. Please complete the matrix below.
2. Resume identifying any Desired Qualifications.
3. Also include the name of 2 references who can speak to the resources work on a similar project. Include the company name and address, reference name, reference email, reference phone number and a brief description of the project this resource completed.
4. Then continue the proposal with the remaining items in the order listed.

RESPONSE MATRIX	Resource Name:
MANDATORY QUALIFICATIONS:	Provide Dates and Company Name where the resource has demonstrated the qualification; or identify how the resource meets the requirement (Yes/No is not sufficient)
B.S. or B.A. degree (4 year)	

RESPONSE MATRIX	Resource Name:
5 years' experience in a business analysis role	
2 previous engagements on large-scale technology deployments; enterprise, across a large organization, multiple locations, with 1,000+ employees (versus a single company with 100+ employees).	
If resource being submitted is working under a subcontract agreement, responder must identify each subcontractor	
DESIRED SKILLS:	Provide Dates and Company Name where the resource has demonstrated the skill (Yes/No is not sufficient)
Previous experience with Electronic Health Records deployment	
Previous experience with State, County or City government entities	
Knowledge of NextGen EHR	
CBAP Certificate or equivalent	

3. Cost Proposal

Include a **SEPARATE DOCUMENT** labeled "Cost Proposal" which includes the name of each resource being submitted and their corresponding proposed hourly rate.

4. Additional Statement and forms:

1. Conflict of interest statement as it relates to this project
2. [Affirmative Action Certificate of Compliance](#) (required if vendor proposal exceeds \$100,000, including extension options)
3. [Equal Pay Certificate](#) (required if vendor proposal exceeds \$500,000, including extension options)
4. [Affidavit of non-collusion](#)

5. [Certification Regarding Lobbying](#) (required if vendor proposal exceeds \$100,000, including extension options)

The County reserves the right to determine if further information is needed to better understand the information presented. This may include a request for a presentation.

Proposal Submission Instructions

- **Vendor is limited to submission of 1 resume/candidate in response to the Request for Offers**
- Response Information: The resume and required forms must be transmitted via e-mail to:
 - Submit responses to: PMO-Procurement@co.ramsey.mn.us
 - Email subject line should read: Attn: EHR Business Analyst Selection Committee
- Submissions are due according to the process schedule previously listed.
- All responses are time and date stamped by the County's email system when they are received. Responses received after Proposals Due Date above will not be considered. The County shall not be responsible for any errors or delays caused by technology-related issues, even if they are caused by the County.
- Vendor must copy MNIT.SITE@state.mn.us on any responses submitted for this RFO. Vendors that do not intend to submit a proposal must send an email notification of a no-bid on the request to MNIT.SITE@state.mn.us. Failure to do either of these tasks will count against your program activity and may result in removal from the program.

General Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Liability

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the County, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the county, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the County's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the County's failure to fulfill its obligation under this contract.

Disposition of Responses

All materials submitted in response to this RFO will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this RFO that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFO, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Office of State Procurement ("OSP") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to OSP, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

All documents and other work products delivered by the vendor must be accessible in order to conform with the State Accessibility Standard. Information about the Standard can be found at <http://mn.gov/mnit/programs/policies/accessibility/>.

Nonvisual Access Standards

Nonvisual access standards require:

1. The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
2. That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
3. That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
4. That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Foreign Outsourcing of Work Prohibited

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.

Work Force Certification

For all contracts estimated to be in excess of \$100,000, responders are required to complete the Affirmative Action Certificate of Compliance and return it with the response. As required by Minnesota Rule 5000.3600, "It is hereby agreed between the parties that Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are incorporated into any contract between these parties based upon this specification or any modification of it. A copy of Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are available upon request from the contracting agency."

Equal Pay Certification

If the Response to this solicitation could be in excess of \$500,000, the Responder must obtain an Equal Pay Certificate from the Minnesota Department of Human Rights (MDHR) or claim an exemption prior to contract execution. A responder is exempt if it has not employed more than 40 full-time employees on any single working day in one state during the previous 12 months. Please contact MDHR with questions at: 651-539-1095 (metro), 1-800-657-3704 (toll free), 711 or 1-800-627-3529 (MN Relay) or at compliance.MDHR@state.mn.us.